

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 11/04/2020 (2:30pm)

Location: Virtual – Microsoft Teams

Attendees: Jeanette Frank, Judy McKinney-Cherry, AJ Kircher, Bill Caudill, Jamie Johnson, Bruce Boughton, Margaret Lawrence & JoAnn Fratarcangelo

CSS, Operator Staff & Other Guests: Phyllis Balliett, Rae Ann Widmer-Mason, Keith Guthrie, Melissa Johnson, Shelly Madden, Sally Ressue,

2:35 PM Meeting Called to Order

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed.

➤ **Minutes:**

- 09/02/2020 – Approved 10/22/2020 at Board of Directors meeting.

➤ **Youth Program:**

- Keith gave Youth summary – The Emerging Workforce Team will enroll a minimum of 75 new individuals in the PY20 year; to date 31 individuals have been enrolled.
- The Emerging Workforce Team will target 19 work experiences, to date 12 have been engaged in new work experiences with 4 carried in for a total of 11 currently active. *1 individual had to withdraw due to health concerns, unrelated to COVID.
- The Emerging Workforce Team will target 12 Training opportunities, to date there have been 8 individuals approved or enrolled in training (1 withdrawn) and 1 individual has started alternative training in childcare.
- Work experiences – 4 childcare (2 different child care agencies), 1 glass art, 1 human services/clerical (Chemung County DSS), 1 human services (Canisteo area) this one is currently paused, 1 plumbing, 1 bookkeeping, 1 public works (Canisteo) and 1 hair stylist. This represents pretty diverse work experience trainings.
- ITA's – 1 childcare, 1 nursing, 4 barbering field, 3 Cosmo, unfortunately 1 of the Cosmo has withdrew.

- For the month of October there have been 18 referrals and 5 enrollments. 2 of these individuals are re-referrals, not counted in graphs presented (graphs refer 15 referrals).
- In the first month of the second quarter of PY20. Total youth referrals in PY20 75 compared to 39 in PY19.
- Last month received a large amount of youth referrals from the Steuben County DSS. 5 of those referrals there was no contact information for and 3 of the individuals had already been involved with our program and stated they did not want to be involved with the program.
- Don't have the flow of walk-ins.
- Keith expects to meet or exceed the goals set by the committee.
- AJ recommended to keep those youth still in school with mental health issues engaged even if not eligible for services yet. Keep connections open.

Motion to approve youth report as presented:

First: JoAnn Fratarcangelo Second: Bill Caudill Unanimous approval

➤ **Individuals with Disabilities:**

- ADA Updates: All ADA Computers are functioning in the centers when they reopen. From a 6-foot social distancing there is wide open travel lanes everywhere, so the 36-inch ADA requirements are more than that.
- CSS Website Update: New website up and running and has ADA features.

➤ **Operations: Operator Report**

- Centers are slowly re-opening to walk-ins. All counselors are available by appointment with 30 minutes limit to allow staff to clean in between customers.
- Hornell Library is open by appointment only at this time.
- We have 145 fewer Adult customers served in PY20 vs PY19 for July through October timeframe. Lack of walk in traffic for PY20.
- As a result of having fewer customers, we have 792 fewer activities recorded over that same time period. For PY19, we served 1,453 while in PY20 we served 661 customers.
- A total of 114 activities were delivered during the month of October. Of those 114 activities, 71 or 62% were created by the WIOA staff.
- 938 services provided to 386 customers or 2.23 services per customer.
- Of the 938 services; the WIOA Adult and Dislocated Worker staff created 105 or 1% of the 938.
- PY20 WIOA Staff Services for October

- 73 Customers Served
- 29 Appointments
- 27 Walk-ins – We are seeing an increase in walk-ins in the last couple of weeks.
- Continue to field phone calls for the Dept of Labor. Calls have lessened but still inexistence.
- ITA's – In September 5 approved, 0 presented in October.
- November 2020 Workshop Calendar
 - Currently working to revamp the workshop calendar. Taking workshops that have been heavily attended in the past and made some edits to them and reintroducing 5 of them in November with hopes to have more of a quality workshop with the results of more people attending.
 - Committee recommends defining the workshops so people outside workforce and other organizations understand what they are signing up for or what workshops to refer people to.
 - Continue to talk about how to engage customers more effectively and to get customers to attend virtual workshops.

➤ **Quality Assurance/Performance Report:**

- WIOA Primary Indicators of Performance PY19 Results. - Must hit 80% of target
- Performance indicators for employment 80.5% - Excellent
- Dislocated works as well was very good!
- Employment, Education or Training Placement Rate for the youth – Ranked at bottom. Did not hit the 80% target
 - Is there a way to create a stronger feeder rate into our programs?
 - What are other areas doing that is effective and is there something special that they are doing that we are not?
 - Is there a way for us to find out what they are doing?
- Career Center monitoring – No findings.
- Monitoring letters issued for both youth & AD/DW in September. Both programs have asked for an extension to apply a response. Rae Ann will present next month after she receives a response.

➤ **Operator RFP:**

- Dan emailed RFP out to committee for review.
- Committee agreed to go through the RFP together, then if there are certain areas, we want to focus on then could split up by sections.
Focus on pages 7 through 15. Meat of the RFP, not on a tight timeline right now.
Dan to schedule a separate time to set a separate call to discuss RFP.

➤ **Meeting Adjourned: 3:45 pm**

Motion to adjourn meeting –

First: Jeanette Frank Second: JoAnn Fratarcangelo Unanimous approval

Next Meeting: December 2nd, 2020 at 2:30